



Universal Enrollment Platform

Texas Project Overview

Legacy

After servicing over 5 million applicants through the TX FAST network since 2005, our Legacy platform is approaching its end of life stage.

- Increasing equipment failure rates
- 2005 website design – not mobile friendly
- No on-site credit card payments
- Not compatible with interstate livescan submissions
- Inflexible appointment processing
- No automated applicant notifications

UEP

Something both New and Proven

Based on our UES platform, developed in 2012 for the TSA, the solution is the most modern biometric enrollment platform in the industry today.

Mobile friendly
scheduling



Onsite CC
Payments



Automatic
notifications



Self service status
checking



UEP As-Is To-Be

As-Is	To-Be	Why?
Decision tree for pre-enrollment	Service Code for pre-enrollment	Improved scheduling accuracy and interface
Online Credit Card Payment	Onsite Credit Card Payment	Convenience / refunds
Static appointment processing	Dynamic appointment processing	Applicant convenience
Legacy scanner and camera	Updated scanner and camera	Improved biometric quality
No automatic notifications	Automatic (email and IVR)	Self-service; faster service
Out of state - Cardscan	Out of State - Livescan	Improve process integrity
Limited call center based status (accept/reject)	Web based self service status information.	Self-service; faster service; Improved call center
No mobile friendly web scheduling	Mobile version of web scheduling	Improved customer experience

Service Code Technology

- MorphoTrust will assign a unique Service Code for each unique combination of Agency and Reason for Print. This six character Service Code is used to accurately identify the Agency ORI, secondary Agency(Secondary ORI), reason for print (RFP), volunteer status, and price for the transaction.
- Unlike Originating Agency Identifiers (ORIs), our Service Codes are not sequential numbers. Therefore, it is high improbable that an applicant accidentally enrolls for the wrong Agency or service.
- Where possible, Agencies should provide this Service Code on their FAST form or on an alternate form of print requirement notification (email, website).
- During a transitional period, MorphoTrust will accommodate a FASTPass fingerprint authorization form without a Service Code so long as the FASTPass fingerprint authorization form includes the Agency's ORI

Modern Pre-Enrollment Website

IdentoGO
By MorphoTrust USA

Enrollment Services
[Español](#)

HOME ABOUT FAQ CONTACT US

Texas Conceal Carry Pre-enroll

Step 1 of 9: Enter Information * Required fields

Please enter your information below (letters, spaces, hyphens (-) and apostrophes (') are allowed in name fields). Then click 'Next' to continue or 'Cancel' to exit.

- Legal Name must match exactly on all identification documents brought to enrollment.
- Remember the phone numbers and/or email address provided below, as they will be used to retrieve your information during your in-person enrollment.

Legal Name

*First Name *Middle Name (or NMN if no middle name)

*Last Name Suffix

*Gender *Date of Birth (MM/DD/YYYY) Preferred Language

*Method of Contact (At least one method is required)

Email

Country Code Phone 1

Country Code Phone 2

*Preferred Method of Contact

- Mobile and Tablet Friendly
- ADA Compliant
- Multi-lingual with Spanish Support

Modern Pre-Enrollment Website

IdentoGO
By MorphoTrust USA

Enrollment Services
[Español](#)

HOMEABOUTFAQCONTACT US

Service Status

Thank you for pre-enrolling. Your transaction summary is below.

Note: In-person enrollment must be completed within one year of pre-enrollment date.

Service Details:
Date: 06/19/14 @ 11:03 AM
Applicant: JOHN S SMITH
Agency: Department of Public Safety - Regulatory Services Division
Reason for Print: Concealed Handgun License Pre-enroll
Auth Number: 123ABC

Important!
YOU WILL BE REQUIRED TO BRING THE FOLLOWING DOCUMENTS TO YOUR ENROLLMENT.
Legal Name must match exactly on all identification documents brought to enrollment.
1. Birth Certificate bearing an official seal (or certified copy) issued by a State, county, municipal authority (or outlying possession of the U.S.)
2. Drivers License issued by a State, or outlying possession of the U.S.

Status as of 07/05/13:
Pre-Enrolled
You have successfully pre-enrolled. Please visit an enrollment center within one year to complete your enrollment.

CONCEALED HANDGUN LICENSE ENROLL Appointment Details:
Houston, TX
IdentoGO
4635 Southwest Freeway
Ste 575W
Houston, TX 77027-7169
Appointment Time: 01/23/14 @ 12:15 PM CST 9.7 mi
Note: Truck parking is available on Wild Indigo Street as well as the rear side of the building.
[View Map](#) [Sign Up for Alerts](#)
Please provide 24 hours' notice when cancelling/rescheduling an appointment.
To reschedule an appointment, you must first cancel your existing appointment.
[Cancel Appointment](#)

Done

UEP Public Portal will offer a rich appointment confirmation including:

- Appointment details
- Payment information
- Address to the center
- ID and doc requirements
- Map and Directions

On-Site Experience



IdentoGO Center
441 S Treadaway Blvd
Abilene, TX 79602

IdentoGO®
By MorphoTrust USA

Date: 08/11/2014@11:15 AM
Applicant: JOHN S. SMITH
UE ID: U11F-193H9F
Service: TEXAS CONCEALED CARRY
Fee: \$9.95
Paid: \$9.95
Method: CARD (1111)
Auth Number: 123

Check the status of your service at:
<http://uenroll.identogo.com>

- Onsite credit card processing
- Workflow driven application
- Identity and data validation
- Electronic signature collection
- Physical receipt for every applicant

Fees

- The Contractor's sole compensation under this Contract is the authorized fingerprint capture fee charged to the applicant.
- The fingerprint capture fee is a firm fixed cost per applicant served and governed by Section 80.001, Texas Human Resources Code.
- These prices are inclusive of all costs, fees and expenses and represent the Contractor's sole compensation under this Contract.
- **The authorized fingerprint capture fee for this Contract is \$10.00. The previous authorized fingerprint capture fee was \$9.95. Effective 10/1/15**
- The Contractor shall accept fee payments at each FAST location and/or at time of appointment scheduling. The Contractor shall accept payment of all authorized fees **via business check, money order or credit card at each location. Coupon code (escrow account) may be used online.**
- **The Contractor may, at their sole discretion, develop and offer other goods, materials and services that may be purchased by FAST customers at additional cost. *To be further discussed by the Vendor.***

In-State Coverage

- The Contractor shall comply with the Department approved allocation strategy to ensure the Contractor shall provide FAST to meet the stated statewide coverage requirements. Any modifications to the approved allocation strategy will be approved, in advance and in writing, by the Department's Project Manager.
- **Ninety percent (90%) of the customer base will reside within twenty-five (25) miles direct travel distance of a FAST location and one-hundred percent (100%) of the customer base will reside within fifty (50) miles of a FAST location.**
- To meet the statewide coverage requirements, the Contractor can provide FAST as fixed, mobile, and Department co-location sites.

Proposed Enrollment Centers



Fifty Eight (58) New Enrollment Centers

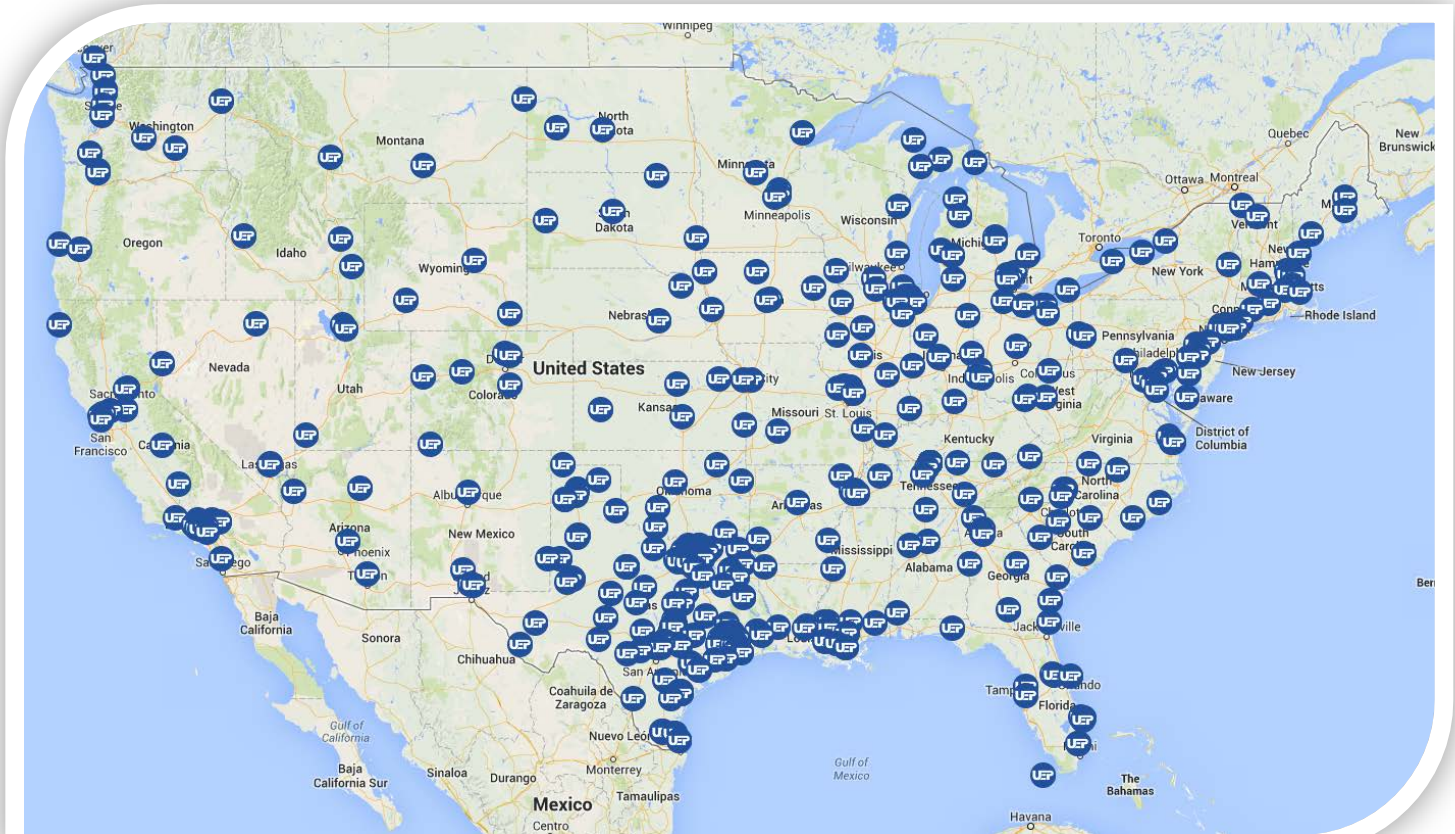
**155 Total Public Centers
Mix of Mobile, Lease,
Partner and Host**

Ninety percent (90%) of the customer base will reside within twenty-five (25) miles direct travel distance of a FAST location and one-hundred percent (100%) of the customer base will reside within fifty (50) miles of a FAST location.

Out of State and Country Coverage

- The Contractor shall provide FAST needs for out of state and country applicants wishing to submit fingerprints to the Department for an authorized purpose.
- Contractor may charge a separate fee for enrollments processed outside of Texas.
- For the avoidance of doubt, such separate fees are not subject to or governed by Section 80.001 of the Texas Human Resources Code.

The Future: UEP + UES

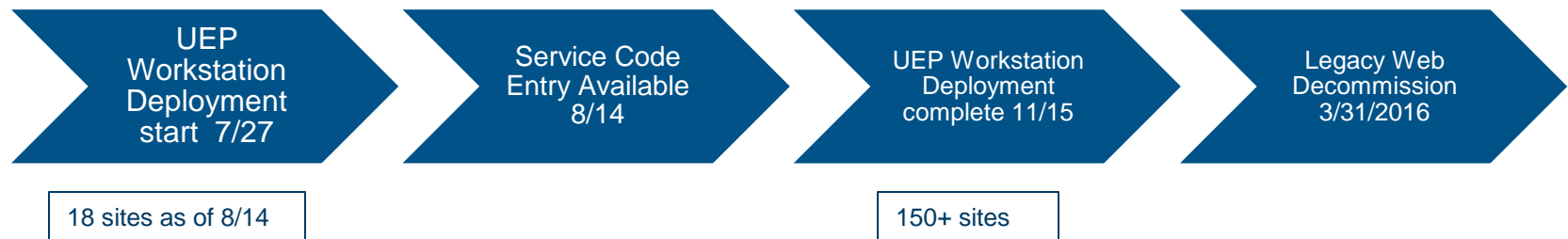


Universal
Enrollment
Platform


Confidential and Proprietary to MorphoTrust USA, LLC




Project Timeline



Future Impact to Agencies : Scheduling


By MorphoTrust USAEspañol

IdentoGO® has a growing number of convenient locations across the U.S. to meet your identity-related needs.




Enter your Service Code to view a list of available options:

Don't know your Service Code? [Click here.](#)



[Check Status](#)
Check the status of your service.



[Need Help?](#)
Call [888.467.2080](tel:888.467.2080).

© 2015 Copyright MorphoTrust USA

uenroll.identogo.com

Impact to Agencies Today: New Receipts

Check Status Enrollment Center


IdentoGO Center
441 S Treadaway Blvd
Abilene, TX 79602

IdentoGO
By MorphoTrust USA

Date: 02/07/2015@11:15 AM
Customer: JOHN S. SMITH
UE ID: U11F-193H9F

119Q91 - TX Concealed Handgun	\$9.95
111QV1 - Print N' Go	\$10.00
Subtotal:	\$19.95
Tax	1.24
Credit Card Service Fee:	0.52
Total:	\$21.71
Auth Code	\$10.00
CARD (1111)	\$11.71
Auth Number:	123ABC
Amount Paid:	\$21.71

I agree that I will pay for this purchase in accordance with the issuing bank cardholder agreement.


Signature

Check the status of your service at:
<http://uenroll.identogo.com>

After completing an in-person enrollment, the enrollment agent will hand the applicant a thermal receipt with the following information:

- **Address of Enrollment Center**
- **Date of Enrollment**
- **Customer Name**
- **UE ID**
- **Enrollment Services & Pricing**
- **Applicable Fees**
- **Payment**
 - **Method(s) & Amount(s)**
 - **Auth Number (if applicable)**
- **Link to View Service Status**

Impact to Agencies Today: Status Email

From: "no-reply@uenroll.identogo.com"

Date: Monday, August 17, 2015 at 8:55 AM

To: John Q. Public

Subject: Identogo Receipt - TX State Board of Pharmacy



Service Details:

Date:	8/6/2015 @ 03:00 PM (CDT)
Customer:	JOHN Q PUBLIC
UE ID:	UZTX-11N1XN
ORI:	TX922090Z
TCN:	00111024418

Services

11G3HG - TX State Board of Pharmacy	\$39.70
-------------------------------------	---------

SubTotal	\$39.70
Credit Card Service Fee	\$0.83
Total:	\$40.53

Payments

Card(1111):	\$40.53
Auth Number:	ET163835

Amount Paid	\$40.53
--------------------	----------------

Status as of 08/17/15

Enrollment Received

Your enrollment has been successfully processed and the results have been delivered to your agency. For further inquiries, please contact your agency directly.

Check the status of your service at:

<http://uenroll.identogo.com/>



Impact to Agencies Today: Check Status

Check Status Post-Enrollment

The screenshot shows the IdentoGO website interface. At the top, the IdentoGO logo is on the left and a 'Español' link is on the right. Below the header is a dark blue bar with 'Service Status Check' in white. The main content area has a light blue header 'Service Status' and a dropdown menu set to 'Texas'. To the right of the dropdown is a 'Print Status' link. Below this is a 'Service Details' section containing a table of enrollment information. At the bottom of the details section is a 'Status as of 4/21/2015' box with the message 'Enrollment Processed'. A 'Done' button is centered below the status box. At the very bottom, a light blue bar contains the text 'If you need assistance, please call Customer Service at 888-467-2080.' The footer of the page reads '© 2015 Copyright MorphoTrust USA'.

Service Details:	
Date:	4/21/2015
UE ID:	UZTX-11H9YX
Program:	Texas
Service:	11G78Q - Texas Lottery Commission - Bingo
ORI:	TX923566Z
TCN:	00111020823
Payment:	
Card (1111)	\$9.95
Auth Number:	ET197867

Status as of 4/21/2015

Enrollment Processed
Your enrollment has been successfully processed and the results have been delivered to your agency. For further inquiries, please contact your agency directly.

Done

If you need assistance, please call Customer Service at 888-467-2080.

© 2015 Copyright MorphoTrust USA

After completing an in-person enrollment, the applicant may use the Check Status links to review the latest updates on the status of their service. This will include the following information:

- **Date of Enrollment**
- **UE ID**
- **Program**
- **Service Code & Service Name**
- **ORI**
- **TCN**
- **Payment(s)**
 - **Method(s) & Amount(s)**
 - **Auth Number (if applicable)**
- **Service Status**

Contact

Chad Wadsworth

cwadsworth@morphotrust.com

512-623-9434